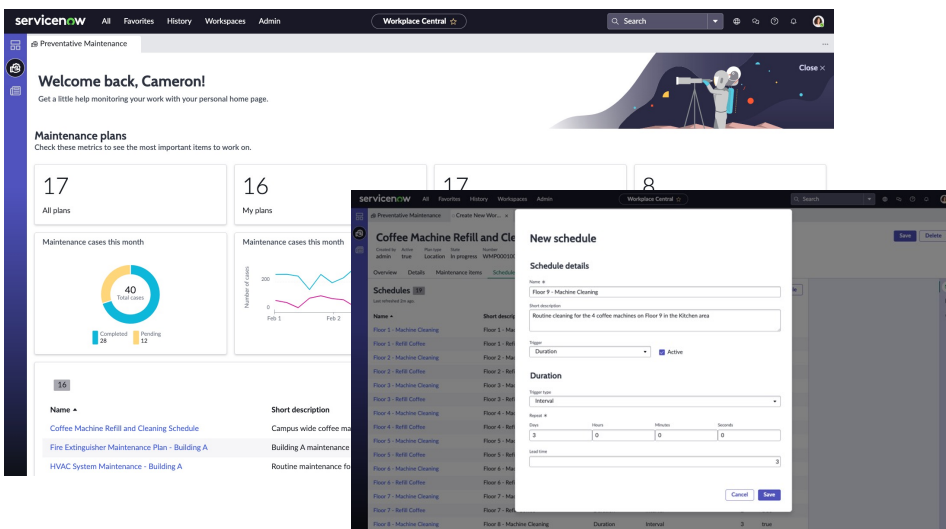


# ServiceNow® Maintenance Management

## Create and manage workplace maintenance plans

Maintaining a high standard of quality of all workplace assets is essential for a seamless employee experience. Maintenance teams need to be prepared for everything and anything that can occur in the workplace—from regularly scheduled maintenance of workplace assets to unexpected messes or damages.

ServiceNow Workplace Maintenance Management boosts admin productivity by empowering workplace teams to plan for preventive and corrective maintenance of workplace assets. The application also offers visibility and insights into cases from a personalized workspace.



Gain the full value of the ServiceNow® platform with Workplace Service Delivery

### Key Benefits of Workplace Maintenance Management

- Create corrective and preventive maintenance plans across workplace locations
- Automate the creation of a case when a workplace maintenance request is received or created
- Associate a space, area, floor, or workplace asset to a maintenance case
- View upcoming schedules, case comments, plan records, or related documentation
- Provide admins a central overview to review key information, case status, metrics, and focus areas

### Create corrective and preventive maintenance plans across workplace assets and workplaces

In any workplace, maintenance teams must ensure that all spaces and workplace assets are kept in optimal condition to prevent unexpected mishaps that result in costly replacement or repairs. With Workplace Maintenance Management, planners can create corrective and preventive plans based on specific space, area, floor, or workplace asset. Additional details pertaining to the case can be added for increased visibility, such as maintenance plan start and end dates, maintenance location, workplace asset type, and plan status.

### Automate case creation when workplace maintenance requests are received or created

Maintenance planners also have the ability to define plans by a pre-defined schedule. Have a piece of equipment that needs to be inspected once a year? Maintenance Management enables planners to assign a customizable schedule for maintenance. Based on schedule details provided in the plan, cases get created automatically and assigned to agents for seamless fulfillment, saving time and reducing risk of accidents down the road.

### Utilize a central maintenance planner to review key information, case status, and metrics

As scheduled and unscheduled cases are continuously being created for workplace and enterprise assets, maintenance managers need real time visibility of case status in order to monitor and choose which items take priority over others. With Workplace Central, users can quickly pull key metrics around their cases, including:

- Total number of plans
- Total number of assigned plans



- Total number of active plans
- Total number of plans in draft state
- Total number of maintenance cases per month

and more. Industry specified metrics are also available such as planned maintenance percentage and planned maintenance compliance.

Proper management of workplace assets and the workplace are necessary for creating greater efficiencies, a frictionless employee experience, and future cost avoidance for any organization. Workplace Maintenance Management empowers teams to effectively manage and optimize cases through one central workspace, ultimately saving time, costs, and frustrations.

For organizations interested in a solution to manage the full workplace asset lifecycle, ask about how Workplace Service Delivery pairs with ServiceNow's Enterprise Asset Management product to successfully manage all workplace assets across the enterprise.

### Workplace Service Delivery (WSD)

Enable the hybrid workplace with digital experiences for employees. Provide modern management for facilities and real estate teams.

- **Health and Safety**, support employee health and workplace safety
- **Workplace Reservation Management**, provide self-service, single-click reservations and add services or requests
- **Workplace Indoor Mapping**, create and manage maps, view services, available spaces and navigate the workplace
- **Workplace Visitor Management**, register guests and off-site employees, manage daily visitor registrations and communications
- **Workplace Case Management**, standardize the interaction and fulfillment of inquiries, requests, and case transfers across the enterprise
- **Workplace Space Management**, plan workspaces, assign cost centers, control capacity, and track utilization
- **Workplace Move Management**, easily manage workspace move requests by automating individual, mass employee and asset space relocation
- **Workplace Maintenance Management**, create, manage, and automate maintenance plans from a central workspace
- **Workplace Lease Administration**, track various workplace lease contracts and spaces, workplace assets, services that are part of the contract